

ATTACHMENT SQ

Service Quality - ANTC/NYT

OPERATIONAL PERFORMANCE STANDARDS

I. NETWORK INTERCONNECTION ("NET-I") TRUNKS:

Standard Interval

A. Provisioning Intervals:

(Business Days/BDAs)

1. Access Service Request ("ASR")¹ - Positive acknowledge of receipt of a valid **ASR**

(a) **ASRs Electronically Transmitted:**

(1) ASR received before 3:00pm (Eastern Time)

24 Hours

(2) ASR received after 3:00pm (Eastern Time)

Next BDA plus **24 hours**

(b) **ASRs Non-Electronically Transmitted:**

(1) ASR received before 3:00pm (Eastern Time)

48 Hours

(2) ASR received after 3:00pm (Eastern Time)

Next BDA plus **48 hours**

2. Firm Order Confirmation ("FOC")
with a committed Due Date included for 1-9 Trunks

Within five (5) BDAs of Receipt of
a Valid ASR

3. Interconnection Trunks (DS1 Systems):

(a) Establishment of New **Trunk** Groups:

(1) If Facilities are available;

60 BDAs

(2) If Facilities are Not available

Negotiated**

(b) Additions to Existing **Trunk** Groups:

(1) If Facilities are available;

30 BDAs

(2) If Facilities are Not available

Negotiated**

Note: "Facilities Available/Availability" means infrastructure was built based on a **forecast** received from ANTC within a reasonable time period.

II. INTERIM NUMBER PORTABILITY ("INP"):

Standard Interval

A. Provisioning Intervals:

(Business Days/BDAs)

1. Remote Call Forwarding ("RCFs") or INP-T if Facilities (trunking) are already in place and Facilities and/or Ports on NYNEX and ANTC switches are available: •

Prior to 1/1/98:

(a) 1-9 Lines

2 BDAs

(b) 10-19 Lines

5 BDAs

(c) Over 19 Lines

Negotiated**

(d) Over 19 Lines, and if facilities are available,

ASRs are in a format substantially similar to LSRs and are treated similarly. NYNEX shall provide, at ANTC's request, a copy of the format and all information needed from ANTC in order for ANTC to submit a valid ASR.

- (i) Confirmation of ~~un~~availability
- (ii) ~~From~~ Confirmation

10 BDAs *
Negotiated **

(*~~From~~ receipt of a complete and accurate order/application, required deposits (per applicable tariffs) and required insurance certification)

IV. UNBUNDLED LINKS:

A. Provisioning Intervals:

1. **Service Request ("SR")** - Positive acknowledgment, of receipt of a valid SR and **Firm** Order Confirmation ("FOC")

(a) **SRs Electronically Transmitted:**

(1) SR received before 3:00pm (Eastern Time)

24 Hours

(2) SR received after 3:00pm (Eastern Time)

Next BDA plus 24 hours

(b) **SRs Non-Electronically Transmitted:**

(1) SR received before 3:00pm (Eastern Time)

48 Hours

(2) SR received after 3:00pm (Eastern Time)

Next BDA plus 48 hours

2. Basic Unbundled Links ("SVGALs") - Two-Wire Analog:

(a) **New Link Installation**

(i) 1 - 9 Links

5 BDAs or SMARTS Clock *

(ii) 10 or more Links

(a) **Facilities Confirmation**

5 BDAs

(b) **If Facilities are available**

(1) 10 - 19 Links

10 BDAs from FOC

(2) 20 or more Links

Negotiated **

(c) If Facilities are Not available

Negotiated **

(b) **Two-Wire Analog Link Associated with INP ("Hot**

Out):

(i) 1 - 9 Links

5 BDAs

(ii) 10 or more Links

Negotiated **

Note: "Facilities Available/Availability" means infrastructure was built based on a forecast received from ANTC within a reasonable time period

4. Premium Links - Two-Wire Digital:

(a) 1 - 9 Links

5 BDAs or
SMARTS Clock *

(b) 10 or more Links

Negotiated **

5. Digital High Capacity Links:

(a) 1.544 Mbps (DS1) Links

7 BDAs

(b) 45 Mbps (DS3) Links

Negotiated **

6. Extended Links:

- (a) 1 - 9 Links
- (b) 10 or more Links

16 BDAs
Negotiated.'

7. SS7 A or BIDLink?;

- (a) 1 - 9 Links
- (b) 10 or more Links

Negotiated..
Negotiated**

(* SMARTS Clock is a system that analyzes work required on an order and compares it to available work forces. Local supervisors input the work font availability on a daily basis in advance. The SMARTS Clock fills up a day's schedule on a first in first out basis until 90% of available force is scheduled. The available work force works both maintenance and installation. Reseller and network element order are in the same queue as the Telephone Company's end users. Intervals can be as short as one day and in most cases, less than five days.)

V. DIRECTORY ASSISTANCE ("DA"):

- A Based on receipt of a valid electronic order from ANTC,
ANTC's customer's information incorporated into database •

Within 2 BDAs of service
order confirmation

- B. Based on receipt of a valid manual order from ANTC,
ANTC's customer's information incorporated into database •

Within 3 BDAs of service
order confirmation

- C. Provisioning Intervals;
DA Trunks to TOPS Tandem-

- (a) If Facilities are available
- (b) If Facilities are not available

60 BDAs
Negotiated * *

VI. LINE IDENTIFICATION DATABASE ("LIDB"):

- A Bawd on receipt of a valid electronic order from ANTC,
ANTC's customer's information incorporated into database •

Within 2 BDAs of service
order confirmation

- B. Based on receipt of a valid manual order from ANTC,
ANTC's customer's information incorporated into database •

Within 3 BDAs of service
order confirmation

Note: 'Facilities Available/Availability' means infrastructure was built bawd on a forecast received from ANTC within a reasonable time period

VII. OPERATOR SERVICES:

- A Provisioning of FG' C-type Modified Operator Services
Signaling Trunks:

- 1. If Facilities are available:
- 2. If Facilities are not available:

60 BDAs
Negotiated**

VIII. 911/E911 SERVICE:

- A ANTC's customer's information incorporated into
the PS/ALI database •

Within 2 BDA of service order
confirmation

(* Based on accurate information provided by ANTC)

B. Provisioning of 911/E911 MF Trunks:

1. If Facilities are available:

60 BDAs

2. Port Establishment

included in above 60 BDAs

**** Negotiated Interval** Where a negotiated interval applies, NYNEX will generate a service date interval with ANTC on a first-come, first-served basis, based on the type and quality of service ANTC has requested. In so doing, NYNEX will offer the earliest date it reasonably can accommodate within normal business hours, without delaying service data for orders of other customers or carriers. ANTC may request expedited service for a reasonable, predetermined amount.

Wholesale Performance Reports - Comparability

State Jurisdiction: _____

New York (by Market Area)

Month Ending: _____

NYNEX RETAIL			
Metric	Actual Service Performance		
	POTS	Specials	Feature Group D Trunks
Provisioning			
Number of Installation Orders			
Number of Installation Lines/circuits/trunks			
Average Interval - Offered (Total)			
Average Interval - Offered (Total - No Dispatch)			
Average Interval - Offered (1 - 5 lines - Dispatch)			
Average Interval - Offered (6 - 9 lines - Dispatch)			
Average Interval - Offered (> 9 lines - Dispatch)			
Average Interval - Completed (Total)			
Average Interval - Completed (Total - No Dispatch)			
Average Interval - Completed (1 - 5 lines - Dispatch)			
Average Interval - Completed (6 - 9 lines - Dispatch)			
Average Interval - Completed (> 9 lines - Dispatch)			
Average Interval - Offered (DS0)			
Average Interval - Offered (DS1)			
Average Interval - Offered (DS3)			
Average Interval - Offered (Other)			
Average Interval - Completed (DS0)			
Average Interval - Completed (DS1)			
Average Interval - Completed (DS3)			
Average Interval - Completed (Other)			
% completed in 1 business day - Dispatch			
% completed in 1 business day - No Dispatch			
% Completed w/in 2 business days - Dispatch			
% Completed w/in 2 business days - No Dispatch			
% Completed w/in 3 business days - Dispatch			
% Completed w/in 3 business days - No Dispatch			
% Completed w/in 4 business days - Total			
% Completed w/in 5 business days - Total			
% Completed w/in 6 business days - Total			
% Missed Appointment - NYNEX - Total			
% Missed Appointment - NYNEX - Dispatch			
% Missed Appointment - NYNEX - No Dispatch			
% Missed Appointment - Facilities			
Average Delay Days - Facilities Miss			
% Installation Troubles w/in 7 Days			
% Installation Troubles w/in 30 days			
% Missed Appointment - Customer			

Wholesale Performance Reports - Comparability

State Jurisdiction: New York (by Market Area) Month Ending:

NYNEX RETAIL	Actual Service Performance		
	POTS	Specials	Trunks
Metric			
Maintenance			
Total Number of Troubles Reported			
Total Number (lines/circuits/trunks) in Service			
Network Trouble Report Rate			
Network Trouble Report Rate - Loop			
Network Trouble Report Rate - CO			
% Missed Repair Appointments			
Mean Time to Repair - Total			
Mean Time to Repair - DS0			
Mean Time to Repair - DS1			
Mean Time to Repair - DS3			
Mean Time to Repair - Other			
Mean Time to Repair - Loop Trouble			
Mean Time to Repair - CO Trouble			
% Out of Service > 2 Hours			
% Out of Service > 4 Hours			
% Out of Service > 12 Hours			
% Out of Service > 24 Hours			
% Cleared within 24 Hours			
% Repeat Reports w/in 30 days			
% Final Trunk Blockage			
% Subsequent Trouble Reports			
% CPE Troubles			
% No Trouble Found			
% No Access			

Wholesale Performance Reports - Comparability

Entity: INDIVIDUAL TC

State Jurisdiction: _____

Month Ending: _____

Telecommunication Carrier	Actual Performance				
	Resale		UNE		Inter-connection Trunks
	POTS	Specials	POTS	Specials	
Metric					
Provisioning					
Number of Installation Orders					
Number of Installation Lines/Circuits/Trunks					
Average Interval Offered (Total)					
Average Interval Offered (Total - No Dispatch)					
Average Interval Offered (1 - 5 lines - Dispatch)					
Average Interval Offered (6 - 9 lines - Dispatch)					
Average Interval Offered (> 9 lines - Dispatch)					
Average Interval Completed (Total)					
Average Interval Completed (Total - No Dispatch)					
Average Interval Completed (1 - 5 lines - Dispatch)					
Average Interval Completed (6 - 9 lines - Dispatch)					
Average Interval Completed (> 9 lines - Dispatch)					
Average Interval Offered (DS0)					
Average Interval Offered (DS1)					
Average Interval Offered (DS3)					
Average Interval Offered (Other)					
Average Interval Completed (DS0)					
Average Interval Completed (DS1)					
Average Interval Completed (DS3)					
Average Interval Completed (Other)					
% Completed in 1 business day - Dispatch					
% Completed in 1 business day - No Dispatch					
% Completed w/in 2 business days - Dispatch					
% Completed w/in 2 business days - No Dispatch					
% Completed w/in 3 business days - Dispatch					
% Completed w/in 3 business days - No Dispatch					
% Completed w/in 4 business days - Total					
% Completed w/in 5 business days - Total					
% Completed w/in 6 business days - Total					
% Missed Appointment - NYNEX - Total					
% Missed Appointment - NYNEX - Dispatch					
% Missed Appointment - NYNEX - No Dispatch					
% Missed Appointment - Facilities					
Average Delay Days - Facilities Miss					
% Installation Troubles w/in 7 Days					
% Installation Troubles w/in 30 days					
% Missed Appointment - Customer					

Wholesale Performance Reports - Comparability

Entity: INDIVIDUAL TC State Jurisdiction: _____ Month Ending: _____

Telecommunication Carrier	Actual Performance				
	Resale		UNE		Inter-connection Trunks
	POTS	Specials	POTS	Specials	
Maintenance					
Total Number of Troubles Reported					
Total Number (lines/circuits/trunks) in Service					
Network Trouble Report Rate					
Network Trouble Report Rate - Loop					
Network Trouble Report Rate - CO					
% Missed Repair Appointments					
Mean Time to Repair - Total					
Mean Time to Repair - DS0					
Mean Time to Repair - DS1					
Mean Time to Repair - DS3					
Mean Time to Repair - Other					
Mean Time to Repair - Loop Trouble					
Mean Time to Repair - CO Trouble					
% Out of Service > 2 Hours					
% Out of Service > 4 Hours					
% Out of Service > 12 Hours					
% Out of Service > 24 Hours					
% Cleared within 24 Hours					
% Repeat Reports w/in 30 days					
% Final Trunk Blockage					
% Subsequent Trouble Reports					
% B E Troubles					
% No Trouble Found					
% No Access					

Wholesale Performance Reports - Comparability

Metric	Resale		UNE		Inter-connection Trunks
	POTS	Specials	POTS	Specials	
Provisioning					
Number of Installation Orders					
Number of Installation Lines/Circuits/Trunks					
Average Interval Offered (Total)					
Average Interval Offered (Total - No Dispatch)					
Average Interval Offered (1 - 5 lines - Dispatch)					
Average Interval Offered (6 - 9 lines - Dispatch)					
Average Interval Offered (> 9 lines - Dispatch)					
Average Interval Completed (Total)					
Average Interval Completed (Total - No Dispatch)					
Average Interval Completed (1 - 5 lines - Dispatch)					
Average Interval Completed (6 - 9 lines - Dispatch)					
Average Interval Completed (> 9 lines - Dispatch)					
Average Interval Offered (DS0)					
Average Interval Offered (DS1)					
Average Interval Offered (DS3)					
Average Interval Offered (Other)					
Average Interval - Completed (DS0)					
Average Interval - Completed (DS1)					
Average Interval - Completed (DS3)					
Average Interval - Completed (Other)					
% completed in 1 business day - Dispatch					
% completed in 1 business day - No Dispatch					
% Completed w/in 2 business days - Dispatch					
% Completed w/in 2 business days - No Dispatch					
% Completed w/in 3 business days - Dispatch					
% Completed w/in 3 business days - No Dispatch					
% Completed w/in 4 business days - Total					
% Completed w/in 5 business days - Total					
% Completed w/in 6 business days - Total					
% Missed Appointment - NYNEX - Total					
% Missed Appointment - NYNEX - Dispatch					
% Missed Appointment - NYNEX - No Dispatch					
% Missed Appointment - Facilities					
Average Delay Days - Facilities Miss					
% Installation Troubles w/in 7 Days					
% Installation Troubles w/in 30 days					
% Missed Appointment - Customer					

Wholesale Performance Reports - Comparability

Entity: Aggregate TCs State Jurisdiction: _____ Month Ending: _____

Telecommunication Carriers	Actual Performance				
	Resale		UNE		Inter-connection Trunks
	POTS	Specials	POTS	Specials	
Maintenance					
Total Number of Troubles Reported					
Total Number (lines/circuits/trunks) in Service					
Network Trouble Report Rate					
Network Trouble Report Rate - Loop					
Network Trouble Report Rate - CO					
% Missed Repair Appointments					
Mean Time to Repair - Total					
Mean Time to Repair - DS0					
Mean Time to Repair - DS1					
Mean Time to Repair - DS3					
Mean Time to Repair - Other					
Mean Time to Repair - Loop Trouble					
Mean Time to Repair - CO Trouble					
% Out of Service > 2 Hours					
% Out of Service > 4 Hours					
% Out of Service > 12 Hours					
% Out of Service > 24 Hours					
% Cleared within 24 Hours					
% Repeat Reports w/in 30 days					
% Final Trunk Blockage					
% Subsequent Trouble Reports					
% CPE Troubles					
% No Trouble Found					
% No Access					

Metrics:	Definition:
• Number of Installation Orders	Total orders received and completed. Note: There may be mul orders per TC Purchase Order Number
• Average Interval - Completed	
• % completed in 1, 2, or 3 business days - Dispatch	
• % completed in 1, 2, or 3 business days - No Dispatch	
• % Completed w/in 4, 5 or 6 business days - Total	
• % Completed w/in 5 business days - Business	
• % Completed w/in 5 business days - Residence	
• % Missed Appointment - NYNEX - Total	
• % Missed Appointment - NYNEX - Dispatch	
• % Missed Appointment - NYNEX - No Dispatch	
• % Missed Appointment - Facilities	
• Average Delay Days - Facilities Miss	
• % Installation Troubles w/in 7 or 30 Days	
• % Missed Appointment - Customer	
• Total Number of Troubles Reported	Total Troubles Reported by Customer, includes CPE, and Subsequents. Excludes (NYNEX) Employee Administrative Reports.
• Network Trouble Report Rate	
• Network Trouble Report Rate - Loop	
• Network Trouble Report Rate - CO	
• % Missed Repair Appointments	
• Mean Time to Repair - Total	
• Mean Time to Repair - Loop Trouble	
• Mean Time to Repair - CO Trouble	
• % Out of Service > 2, 4, 12 or 24 Hours	
• % Cleared within 24 Hours	
• % Repeat Reports w/in 30 days	
• % Final Trunk Blockage	
• % Subsequent Trouble Reports	
• % CPE Troubles	
• % No Trouble Found	
• % No Access	

Services:	POTS	Specials	Trunks
Retail	<p><i>Local Services that are not designed including:</i></p> <ul style="list-style-type: none"> • Basic Res. & Bus. Dial Tone Services • Features (Call Wailing, Call Forwarding, 3 Way Calling, TT, • Analog Centrex • Non-Designed PBX • Basic Rate ISDN 	<p><i>All Designed services or services where no Office Equipment is required including:</i></p> <ul style="list-style-type: none"> • Foreign Exchange Services • Digital Centrex • Private Lines • Alarm Circuits • Hi-Cap Services 	<p><i>Switch Side trunks carrying traffic between end offices or between end offices and tandem offices</i></p> <ul style="list-style-type: none"> • Feature Group D - EXC trunks (for provisioning) • All Final trunks (for maintenance)
Resale	<i>Same as Retail</i>	<i>Same as Retail</i>	NA
UNE	<p><i>Unbundled elements used as part of a local service or in combination by TC to create local service including:</i></p> <ul style="list-style-type: none"> • Local loops • Analog switch ports • NIDs • House & Riser 	<p><i>Designed Unbundled elements used as part of a designed service or in combination by TC to create designed service including:</i></p> <ul style="list-style-type: none"> • Hi-Cap lwp (DS1 or DS3) 	NA
Interconnection	NA	NA	<p><i>Switch Side trunks carrying traffic between NYNEX (end offices or tandem) offices to Switch including:</i></p> <ul style="list-style-type: none"> • Cage to cage

1a. Provisioning * Missed Installation Appointments: Parity Based Credits

Missed Installation Appointments POTS Services Dispatched	Additional Rebates Per Line:
BA rate + 1.0%	\$15
BA rate + 1.5%	\$17
BA rate + 2.0%	\$20
BA rate + 2.5%	\$25
BA rate + 3.0%	\$30
BA rate + 3.5%	\$35
BA rate + 4.0%	\$40
BA rate + 4.5%	\$45
BA rate + 5.0%	\$50
BA rate + 5.5%	\$55
BA rate + 6.0%	\$65

Missed Installation Appointments POTS Service - No Dispatch	Additional Rebates Per Line:
BA rate + To Be Determined	15
BA rate + To Be Determined	17
BA rate + To Be Determined	20
BA rate + To Be Determined	25
BA rate + To Be Determined	30
BA rate + To Be Determined	35
BA rate + To Be Determined	40
BA rate + To Be Determined	45
BA rate + To Be Determined	50
BA rate + To Be Determined	55
BA rate + To Be Determined	65

Missed Installation Appointments Special Services	Additional Rebates Per Line:
BA rate + 1.0%	15
BA rate + 1.5%	17
BA rate + 2.0%	20
BA rate + 2.5%	25
BA rate + 3.0%	30
BA rate + 3.5%	35
BA rate + 4.0%	40
BA rate + 4.5%	45
BA rate + 5.0%	50
BA rate + 5.5%	55
BA rate + 6.0%	65

1b. Provisioning - % Completed Within 5 Bus. Days: Parity Based Credits

% Complete Within 5 Bus. Days POTS Services Dispatched	Additional Rebates Per Line:
BA rate - 1.0%	\$15
BA rate - 2.0%	\$17
BA rate - 3.0%	\$20
BA rate - 4.0%	\$25
BA rate - 5.0%	\$30
BA rate - 6.0%	\$35
BA rate - 7.0%	\$40
BA rate - 8.0%	\$45
BA rate - 9.0%	\$50
BA rate - 10.0%	\$55
BA rate - 11.0%	\$65

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% Complete Within 5 Bus. Days POTS Services Non Dispatch	Additional Rebates Per Line:
BA rate - To Be Determined	\$15
BA rate - To Be Determined	\$17
BA rate - To Be Determined	\$20
BA rate - To Be Determined	\$25
BA rate - To Be Determined	\$30
BA rate - To Be Determined	\$35
BA rate - To Be Determined	\$40
BA rate - To Be Determined	\$45
BA rate - To Be Determined	\$50
BA rate - To Be Determined	\$55
BA rate - To Be Determined	\$65

1c. Provisioning - % Installation Troubles Within 30 Days: Parity Based Credits

% Install Troubles Within 30 Days POTS Services	Additional Rebates Per line:
BA rate + 1.0%	\$15
BA rate + 1.5%	\$17
BA rate + 2.0%	\$20
BA rate + 2.5%	\$25
BA rate + 3.0%	\$30
BA rate + 3.5%	\$35
BA rate + 4.0%	\$40
BA rate + 4.5%	\$45
BA rate + 5.0%	\$50
BA rate + 5.5%	\$55
BA rate + 6.0%	\$65

% Install Troubles Within 30 Days Special Services	Additional Rebates Per Line:
BA rate + 1.0%	\$15
BA rate + 1.5%	\$17
BA rate + 2.0%	\$20
BA rate + 2.5%	\$25
BA rate + 3.0%	\$30
BA rate + 3.5%	\$35
BA rate + 4.0%	\$40
BA rate + 4.5%	\$45
BA rate + 5.0%	\$50
BA rate + 5.5%	\$55
BA rate + 6.0%	\$65

2a. Maintenance - Out of Service > 24 Hrs.: Parity Based Credits

% Out of Service > 24 Hrs. POTS Services	Additional Rebates Per Line:
BA rate + 1.5%	\$15
BA rate + 2.5%	\$17
BA rate + 3.5%	\$20
BA rate + 4.5%	\$25
BA rate + 5.5%	\$30
BA rate + 6.5%	\$35
BA rate + 7.5%	\$40
BA rate + 8.5%	\$45
BA rate + 9.5%	\$50
BA rate + 10.5%	\$55
BA rate + 11.5%	\$65

% Out of Service > 24 Hrs. Special Services	Additional Rebates Per Line:
BA rate + 1.5%	\$15
BA rate + 2.5%	\$17
BA rate + 3.5%	\$20
BA rate + 4.5%	\$25
BA rate + 5.5 %	\$30
BA rate + 6.5%	\$35
BA rate + 7.5%	\$40
BA rate + 8.5%	\$45
BA rate + 9.5%	\$50
BA rate + 10.5%	\$55
BA rate + 11.5%	\$65

2b. Maintenance - % Repeater Within 30 Days: Parity Based Credits

% Repeaters Within 30 Days POTS Services	Additional Rebates Per Line:
BA rate + 1.0%	\$15
BA rate + 1.5%	\$17
BA rate + 2.0%	\$20
BA rate + 2.5%	\$25
BA rate + 3.0%	\$30
BA rate + 3.5%	\$35
BA rate + 4.0%	\$40
BA rate + 4.5%	\$45
BA rate + 5.0%	\$50
BA rate + 5.5%	\$55
BA rate + 6.0%	\$65

% Repeaters Within 30 Days Special Services	Additional Rebates Per Line:
BA rate + 1.0%	15
BA rate + 1.5%	17
BA rate + 2.0%	20
BA rate + 2.5%	25
BA rate + 3.0%	30
BA rate + 3.5%	35
BA rate + 4.0%	40
BA rate + 4.5%	45
BA rate + 5.0%	50
BA rate + 5.5%	55
BA rate + 6.0%	65

The Key performance metrics are as follows:

1. Provisioning - Parity Based Credits:

a) Missed Installation Appointments: *Excluded are customer misses, including carrier misses, customer not ready, no access or other reasons where the customer or ANTC caused the miss.*

1) Resale:

- POTS Services - Dispatch
- POTS Services - No Dispatch

- **Special Services - (Combined Dispatch and No Dispatch)**

2) *Unbundled Network Elements:*

- **POTS Services - Dispatch**
- **POTS Services - No Dispatch**
- **Special Services - (Combined Dispatch and No Dispatch)**

b) **Completed within Interval Measure - % Completed within 5 (business) Days:** (POTS type services) *Excluded will be orders with service requested beyond the offered or standard interval or for which there was a customer missed appointment. Excludes orders with greater than 5 lines per order.*

1) *Resale:*

- **POTS Services - Dispatch**
- **POTS Services - No Dispatch**

2) *Unbundled Network Elements:*

- **POTS Services - Dispatch**
- **POTS Services - No Dispatch**

c) **Provisioning Quality: % Installation Troubles within 30 days of Installation date:** *Included will be trouble reports on an installed line, where the trouble was found to be in the BELL ATLANTIC network (Disposition Codes 3 or 4 = Outside Plant, Disposition Code 5 = Central Office Equipment/Translation) Excluded are CPE troubles, and troubles closed due to lack of customer action)*

1) *Resale:*

- **POTS Services**
- **Special Services**

2) *Unbundled Network Elements:*

- **POTS Services**
- **Special Services**

2. **Maintenance - Parity Based Credits:**

a) **Resale and UNE - Service Outage Duration - Out of Service Over 24 Hours.** BELL ATLANTIC shall credit the ANTC the amounts set forth below. *Excluded will be reports where access was required but not available during the first 24 hours*

- 1) *Resale:*
 - POTS Services
 - Special Services
 - 2) *Unbundled Network Elements:*
 - POTS Services
 - Special Services
- c) **Maintenance Quality: % Repeated Trouble Reports within 30 days of original report:** *Included will be trouble reports on a line, where the repeated trouble was found to be in the BELL ATLANTIC network (Disposition Codes 3 or 4 = Outside Plant, Disposition Code 5 = Central Office Equipment/Translation) Excluded are CPE troubles, and troubles closed due to lack of customer action)*

- 1) *Resale:*
 - POTS Services
 - Special Services
- 2) *Unbundled Network Elements:*
 - POTS Services
 - Special Services

For any credit or damages to apply the following are requirements of ANTC:

- 1) **New Unbundled Link Orders:**
 - ANI to ANTC number, verification successful from DEMARC by BELL ATLANTIC field technician
 - All order information submitted by ANTC is valid (e.g., street address, end user LCON, Floor/unit number, cable pair assignment).
 - Customer (end user) available at appointed date.
 - Orders completed as submitted without cancellation after Order Confirmation
- 2) **New Resale Orders:**
 - All order information submitted by ANTC is valid (e.g., street address, end user LCON, Floor/unit number, cable pair assignment).
 - Customer (end user) available at appointed date.
 - Orders completed as submitted without cancellation after Order Confirmation
- 3) **Hot Cut Unbundled Link Orders:**

- Verifiable ANTC dial tone at POT bay testable by BELL ATLANTIC through appropriate tie cable pair as provided by ANTC on the **Service request**.
- Accurate account and end **user** information submitted on **service request**.
- Accurate tie cable pair and assignment provided by **ANTC** on **service request**.
- Orders completed as submitted without cancellation after Order confirmation.

plhbb/users/mko/word/ny/attservq.doc

ATTACHMENT PA

PRICING SCHEDULE-ANTC/NYNEX

All prices are subject to the continuing jurisdiction of the NY Public Service Commission.

I. Reciprocal Compensation shall equal the rate set forth in the Parties' applicable tariffs as determined by the weighted average call volume distribution by time of day. Such rate for the first six months shall be:

Rate = **\$0.00815** per minute

Negotiated Rate

The rate for reciprocal compensation is to be adjusted bi-annually based upon the rates and formula set forth below in this Pricing Schedule. The first adjustment shall occur on April 1, 1998 and future adjustments every six (6) months thereafter.

Reciprocal Compensation Calculation:

A Time of Day Definitions - **NYT PSC 914 Tariff Sec. 417 (A)(1)**

B. Base Rates - Per Minute of Use **NYT PSC 914 Tariff Sec. 10.4.1 (A)(1)**
NYT PSC 914 Tariff Sec. 10.4.1 (B)(1)

C. Formula Used for determining Reciprocal Compensation:
(% Day Traffic + % Evening Traffic + % Night Traffic = 100% for each Party)

ANTC-Originated Day Minutes + NYNEX - Originated Day Minutes * Day Rate
Total ANTC + NYNEX Minutes

+

ANTC-Originated Evening Minutes + NYNEX - Originated Evening Minutes * Evening Rate
Total ANTC + NYNEX Minutes

+

ANTC-Originated Night Minutes + NYNEX - Originated Night Minutes * Night Rate
Total ANTC + NYNEX Minutes

II. Information Services Billing and Collection

Fee = **\$0.05** per message

Negotiated Rate

III. Tandem Transit Service (TTS)

A Rate = \$.004463 per minute

Negotiated Rate

The rate for Tandem Transit Service is to be adjusted based on the rates set forth in the **NYT PSC 914** Tariff, as amended from time to time, and the actual ANTC time of day traffic distribution ratios on a semi annual basis. The first adjustment shall occur on April 1, 1998.

B. Dedicated Transiting Service

Rate = twice the applicable Service Access Charge ("SAC")

2 X (\$1.90) DSO

NYT PSC 916 Tariff Sec. 5.6.1.7.(F)

2 X (\$3.51) DS1

2X (\$35.87) DS3

IV. Interim Telecommunications Number Portability

A Monthly Charges

Rate per Businesses Number = **\$2.00**

Rate per Residential Number = **\$1.00**

No additional charges shall apply for interim number portability, including additional per-^{pa} per-port, or usage-related charges, except for third party and collect calls.

B. Non-recurring Charge

Rate = \$20.00 per ported number

Non-recurring charges only apply when interim number portability is ordered separately from an unbundled link

C. Access revenues associated with ported numbers are Reciprocal

Monthly Flat Rate = \$6.88 * per ported Business line

Monthly Flat Rate = **\$4.82** * per ported Residence line

*Based on the monthly average access revenue received from **IXC** calls terminated on a residential line and business line, respectively; The Rates are to be updated every six (a) months or when the **FCC** or **PSC** approves revisions to the applicable rates.,

V. IntraLata 800

Reciprocal Compensation (refer to I above).

Compensation for records exchanged = \$.00415 per record
TELRIC filed cost study

800 Database inquiry = \$.001265 per database inquiry
NYT PSC 914 Tariff Sec. 10.43 (C)

VI. Unbundled Links

A. Monthly Rates

Monthly Rates for all unbundled links described in Section 14 will be the rates specified by the Commission, as amended from time to time, subject to the provisions of the NYT PSC 916 Tariff Sec. 5.5.2.

VII. 911/E911 Interconnection

For each trunk interconnecting to the Telephone Company's 911 hub or E-911 hub/tandem and access all subtending Public Safety Answering Points:

Monthly Rate = \$252.00 per unequipped DS1 Port Negotiated Rate

Monthly Rate = \$100.00 per Voice Grade trunk activated and quipped on the DS1 Port Negotiated Rate

VIII. Wholesale Discounts

A. Month-to-month discounts

Discounts are set forth in the NY PSC Tariff No. 915, as amended from time to time.

B. Term and Volume Discounts

To be negotiated on receipt of a Bona Fide Request.

IX. (A) Directory Assistance Services

(1). Directory Assistance

Per Request SGAT

Each Request for Information per one telephone number, with **"EX"** branding so 39

Each Request for Information per one telephone number, with ANTC branding so 39

Each Request for information per one telephone number, without branding \$0.33

(2) Directory Assistance Call

Per Request SGAT

Completion (DACC) #:

Each Request for Information per one telephone number, with **"E"** branding plus call completion **\$0.52**

Each Request for ~~Information~~ per one telephone number, with ANTC branding plus call completion \$0.58

These rates are in addition to the **UTTC, TTSC & UNRCC** or **UCRCC** which are set forth in the **NYT PSC 914** and **916** tariffs, as amended from time to time.

(3) Directory Assistance Volume/Term Discounts

Monthly Billed DA Volume	Term Commitments			
	1 Year	18 Months	2 Years	3 Years
\$0 - 1999	5%	10%	14%	18%
\$2000 - 5999	7%	12%	16%	20%
56000 - 9999	10%	15%	19%	23%
Above 510,000	13%	18%	22%	26%

This Discount only applies to retail OS/DA and does not apply if ANTC elects to pay rates in (1) and (2) above.

NYT PSC 900 Tariff Sec. 9.I(4)(a)

Discounts apply only for amounts in the applicable range. For example, under a one **year** term commitment with a monthly billed DA volume of **\$2,500**, the first **51.999** would be discounted at five percent (5%) and the remaining **\$501** at seven percent (7%). Discount will apply to branded DA and the DA portion of DACC.